



Conflict Management



Conflict Management

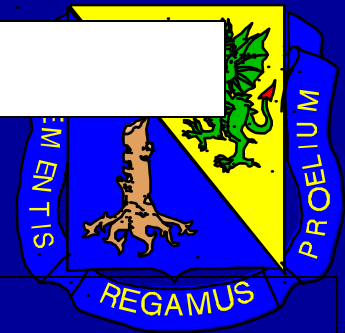
- **Overview:**

- 1 Define conflict.
- 2. Explain the negative connotations associated with conflict situation.
- 3. Define the levels of conflict.
- 4. Describe the sources of conflict.
- 5. Explain the positive and negative factors of conflict.
- 6. Describe the methods for managing conflict.

• THE NATURE OF CONFLICT

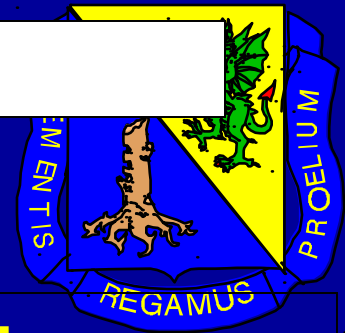
- Conflict is inevitable in any group that is together for any length of time.
- Different people will have different viewpoints, ideas, and opinions.
- Conflict occurs whenever there is no internal harmony within a person, or whenever there is disagreement or a dispute between individuals.

- **NEGATIVE CONNOTATIONS**
- **(ASSOCIATED WITH CONFLICT SITUATIONS)**
- **Getting angry is a waste of time**
- **They won't understand me**
- **I'm afraid how they will react or treat me later**
- **Confrontation is unprofessional**
- **They will only counter my argument**



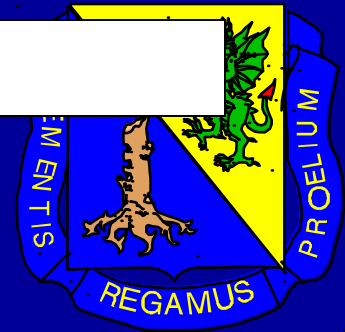
• LEVELS OF CONFLICT

- **Intrapersonal conflict**
- **Interpersonal conflict**
- **Intragroup**



• SOURCES OF CONFLICT

- Different values and beliefs
- Role pressure or clarification
- Perception differences
- Diverse goals or objectives
- Group status or identity
- Race, ethnicity, or gender differences



- **SOURCES OF CONFLICT**
 - **(CONTINUED)**

- **Personality clash or conflict**
- **Competition for limited resources**
- **Disagreement on how things should be done**
- **Personal, self, or group interest**
- **Tension and stress**
- **Power and influence**

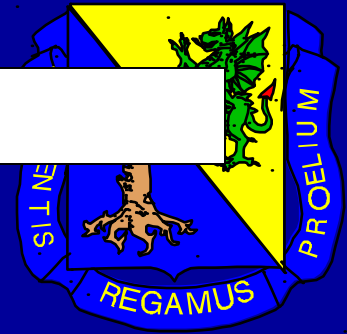


• **NEGATIVE FORCES OF CONFLICT**

- **Diverts attention from important issues**
- **May damage morale**
- **May cause polarization**
- **Reinforces differences in values**
- **Produces irresponsible and regrettable behaviors**

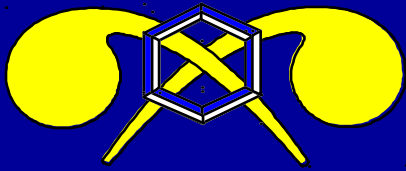


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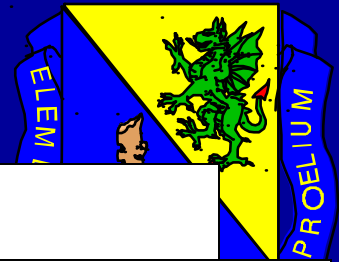
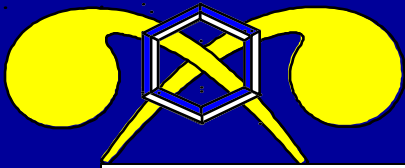
- **POSITIVE FORCES OF CONFLICT**

- **Stimulates interest**
- **Means for problems to be heard**
- **Increases cohesiveness**
- **Promotes change**
- **Provides means to work together**



• **METHODS FOR MANAGING CONFLICT**

- **Denial or Avoidance**
- **Suppression**
- **Power or Dominance**
- **Third Party Intervention**
- **Compromise or Negotiation**
- **Integration or Collaboration**



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